



## STAR ONLINE PUBLICATION



**Case Number:** S258A000013

**Release Date:** April 2025

**Symptom/Vehicle Issue:** AM Radio Static, With No Active or Stored Radio Antenna Diagnostic Trouble Codes (DTC).

**Discussion:** The customer may experience static on AM radio band.

AM static is inherent on Electric Vehicles. All car OEMs experience a similar types of AM static issues with varying levels of reception, some of the OEMs have chosen to remove AM band from their vehicles and not provide any AM feature to the customer. Stellantis has made the decision to keep AM radio service to meet consumer requests and potential regulatory demands.

- Customers can experience increased AM static noise due to standard Electric Vehicle emissions. The emissions effect can vary depending on many factors in the area. Factors in the area where AM static is being evaluated can be affected by Distance to Radio transmission tower, Radio transmission tower power levels (can vary from night time and day times), weather conditions, etc. As the customer listens to a weak AM radio station, the customer can experience more AM static noise which is normal operation in electric vehicles (other potential noise manifestation might be Helicopter noise, engine whine, etc.).

The radio antenna test kit (magnetic mounted whip antenna) is not at true representation of the original vehicle antenna; hence it should not be used to evaluate the static on radio bands.

- DO NOT REPLACE ANY ANTENNA without an active antenna (DTC). Active antenna DTC must follow antenna diagnostic procedure service manual for which active DTC is present.
- In addition to static, other potential noise manifestation might be Helicopter noise, engine whine, etc.
- Check harness continuity and look for any cable pinch or damage.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**



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- Check for proper installation, all connections are properly made, no connection damage, jumper tension, etc.

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